



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**AT&T Communications of Illinois, Inc.**  
**for quarter ending March 31, 2004**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.00	5.00	5.00	5.33
B. Operator Answer Time - Information [730.510(a)(1)]	5.00	6.00	6.00	5.67
C. Repair Office Answer Time [730.510(b)(1)]	19.00	22.00	17.00	19.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	25.00	35.00	27.00	29.00
E. Percent of Service Installations [730.540(a)]	97.00%	98.00%	98.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	86.00% *	84.00% *	88.00% *	86.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.40	1.23	1.58	1.40
H. Percent Repeat Trouble Reports [730.545(c)]	18.00%	17.00%	15.00%	17.00%
I. Percent of Installation Trouble Reports [730.545(f)]	13.00%	25.00% *	21.00% *	20.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	2	0	1

**Comments**

Item J. - Not able to report

Under Performance Data - Code Part 730: Items C and D reflect AT&T Business. AT&T Consumer numbers are as follows:

Item C: January - 64; February - 89; March - 75

Item D: January - 105; February - 92; March - 145



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